

New Mexico Crisis and Access Lines

October 2023 Utilization Report

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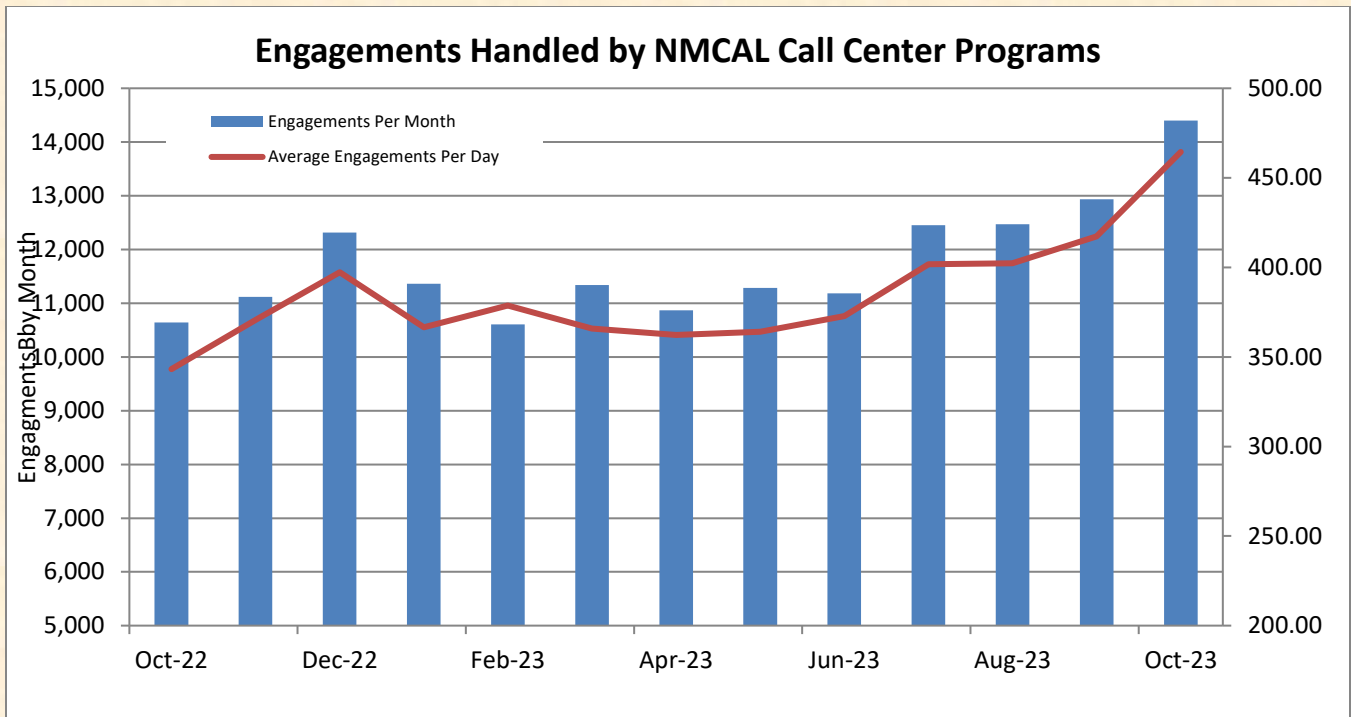


PROGRAM OVERVIEW

Protocall Welltrack Services, Inc. is contracted by the State of New Mexico Behavioral Health Collaborative Agencies to deliver trauma informed responsive care through the least restrictive and most culturally and inclusive approach available. The programs offer people an opportunity to engage in conversations with a mental health professional in the moment support is needed.

Overview of Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
New Mexico Crisis and Access Line	15,290	34,038	4,243	3,913	3,218
988 New Mexico Suicide and Crisis Lifeline	14,407	30,583	3,746	3,855	2,332
Healthcare Worker & First Responder Line	473	773	130	190	50
Core Service Agency Programs	2,696	7,416	622	578	1,092
Rio Grande Gorge Bridge Intercoms	193	206	59	49	42
Peer to Peer Warmline	16,590	38,612	4,960	3,815	3,298
Total Calls - All NM Accounts	49,649	111,628	13,760	12,400	10,032

Overview of Digital Programs	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
988 Text & Chat Message Conversations	1,720	5,425	544	470	460
Warmline Text Message Conversations	886	1,848	94	64	147
NMConnect Smartphone Downloads	693	2,715	160	136	199
– Activated Call to NMCAL	31	94	9	6	61
– Activated Call to Warmline	34	89	9	5	79
– Activated Text to Warmline	24	51	5	6	63
– Activated Chat or Text to 988	52	154	10	14	54
– Activated Call to 911	0	0	0	0	0
Welltrack Boost Accounts Created	213	2,251	38	51	0
NM 5-Actions Program Unique Visitors	1,209	3,369	491	200	431
NM 5-Actions Program Registered Users	81	245	25	15	37
NMCAL Website Pageviews	21,431	173,025	6,247	2,759	6,409
NMCAL Website Unique Sessions	2,055	125,259	438	572	4,096
Social Media Pages Reach	137,542	553,162	1,771	3,091	32,917
Social Media Pages Visits	1,421	5,155	79	199	90
Path to Wellness Email Sends	219,955	587,305	86,047	0	126,618



*Engagements include phone calls, text messages, and chats that were supported by all accounts in the New Mexico portfolio

We continue engaging in the community, sharing information about the programs array of services, and participating as behavioral health advocates supporting New Mexicans and the system of care.

Public Awareness & Community Engagement								
	# of encounters				# of participants			
	YTD 2023	Oct 2023	Sep 2023	Oct 2022	YTD 2023	Oct 2023	Sep 2023	Oct 2022
Community	301	20	93	45				
Program Presentations	113	2	68	3	1,259	47	144	45
Prevention Trainings	14	0	3	5	668	0	21	101
Legislative Encounters	350	5	3	3				
Media Interviews	5	0	0	0				
TOTALS	783	47	167	56	1,927	47	165	146



CRISIS LINE UTILIZATION DATA

The following tables and charts provide information about crisis line calls handled by mental health professionals 24 hours a day, 7 days a week, 365 days a year on the New Mexico Crisis and Access Line, the National Suicide Prevention Lifeline, the Healthcare Worker and First Responder Support Line, Core Service Agency After Hour Support Services, and the Rio Grande Bridge Intercoms in Taos.

Overview of Crisis Line Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
*Total Inbound Crisis Line Calls Handled	28,646	61,906	7,854	7,584	5,828
*Total Inbound Clinical Calls Handled	11,443	27,048	3,009	2,967	1,738
Calling about Self	9,758	22,810	2,574	2,588	1,426
Calling about a Child	213	590	56	59	34
Calling about Another Adult	1,472	3,648	379	320	278
Outbound Crisis Line Calls	4,413	11,110	946	1,001	906
Information/Referral Calls	610	1,622	158	143	92
Seeking info about Program(s)	136	299	32	37	9
Public Safety Calls	48	112	15	9	7
Administrative Calls	59	143	15	18	5
Other Calls	831	1,990	225	210	265
*Total All Crisis Line Calls Handled	33,059	73,016	8,800	8,585	6,734

**Total calls handled does not include fax signals, hang ups, etc...*

Crisis Line Call Statistics	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
*Average Clinical Call Length	22.9 min	23.1 min	22.9 min	21.6 min	22.7 min
Service Level (answered under 30 sec)	88.7%	91.9%	88.7%	94.8%	83.7%
Abandonment Rate	2.4%	3.0%	4.9%	2.0%	5.7%
Average Speed of Answer	9 sec	19.0	14 sec	11 sec	20 sec

**Data is for clinical crisis line calls only*

Mental health professionals determine a Level of Care for each clinical encounter. This determination guides conversations and the understandings which establish if the matter can be resolved on that engagement, or if a higher level of response is necessary. Most engagements are resolved through the conversations that occur during the interaction between the community members and the support center staff.

Level of Care Clinical Crisis Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Routine	49.8%	49.5%	50.0%	53.7%	50.5%
Urgent	43.4%	43.5%	44.0%	40.1%	41.8%
Emergent	6.8%	7.0%	6.0%	6.2%	7.6%



It is important to note that demographic information is not gathered on all encounters as people may decline to provide this information, may not know how to answer, or the support center staff may not have asked the question due to the nature of the engagement. Because of this dynamic, the total number of engagements reflected in each county is less than the total number of engagements reported in the overview of services.

Some things to keep in mind when reviewing demographic information include: (1) a small number of people contact our programs quite frequently, (2) some people chose not to share their demographic information during the encounter, and (3) there are people that do not yet know about the resources.

County of Residence	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Bernalillo	5,015	12,128	1,332	1,196	1,090
Catron	14	22	6	2	0
Chaves	189	428	67	55	41
Cibola	82	193	24	22	17
Colfax	33	107	12	5	8
Curry	132	282	34	29	24
De Baca	4	20	4	0	0
Dona Ana	591	1,501	163	140	159
Eddy	153	335	54	30	31
Grant	305	742	70	79	36
Guadalupe	16	36	2	6	0
Harding	0	1	0	0	0
Hidalgo	12	28	5	4	3
Lea	119	327	27	27	30
Lincoln	59	200	16	10	24
Los Alamos	49	126	10	15	5
Luna	68	180	13	14	15
McKinley	258	534	64	73	47
Mora	23	40	5	6	1
Otero	222	604	50	59	79
Quay	24	67	7	8	10
Rio Arriba	220	556	52	65	48
Roosevelt	75	191	19	25	19
San Juan	417	1,076	117	102	82
San Miguel	92	295	18	19	50
Sandoval	430	1,020	122	80	116
Santa Fe	847	1,963	243	242	171
Sierra	80	247	27	16	18
Socorro	83	271	30	11	33
Taos	275	689	67	61	64
Torrance	64	170	13	18	29
Union	8	30	2	2	2
Valencia	229	598	68	53	36
Outside NM	786	1,649	211	216	133



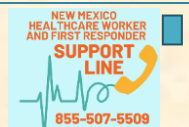
Primary presenting reason is determined from the general theme of the person's concerns. Within each primary category, additional details and other concerns may be discussed during an engagement.

Primary Presenting Reason -Crisis Line Clinical Calls	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Suicide	27.7%	27.5%	27.6%	29.4%	28.2%
Substance Use	16.9%	14.7%	16.3%	9.9%	15.5%
Situational Stress	9.2%	9.3%	10.3%	9.7%	7.6%
Anxiety	7.7%	8.1%	8.0%	9.3%	11.0%
Cognitive Concerns	6.5%	5.9%	5.8%	8.2%	5.7%
Depression	3.7%	3.8%	4.1%	3.8%	5.3%
Family Concerns	3.0%	2.7%	3.0%	2.6%	4.0%
Intimate Partner/Marital	2.6%	2.6%	2.3%	2.6%	1.8%
Harm to Others	2.0%	1.9%	2.2%	2.4%	2.8%
Interpersonal Violence	1.7%	3.4%	2.1%	2.2%	1.1%
Grief/Loss	1.9%	2.3%	2.0%	1.6%	1.5%
Loneliness	2.0%	2.1%	1.6%	1.6%	1.2%
Health Issue/Chronic Pain	1.3%	1.3%	1.5%	1.2%	1.2%
Medication	1.0%	1.1%	1.0%	1.2%	2.0%
Trauma	1.3%	1.3%	0.9%	1.1%	1.1%
Intentional Self-Injury	0.8%	1.0%	0.8%	0.7%	1.2%
Relationship (Non-Romantic)	0.6%	0.8%	0.6%	0.6%	0.6%
Workplace Issue	0.4%	0.4%	0.4%	0.6%	0.5%
Community Violence	0.2%	0.2%	0.3%	0.4%	0.2%
Sexual Assault	0.2%	0.3%	0.1%	0.2%	0.1%
Sexuality/LGBTQ+ Concerns	0.1%	0.1%	0.1%	0.1%	0.2%
Other	9.2%	9.2%	8.9%	10.0%	7.3%

Crisis Line Referrals^ - to community resources	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Referred to Community BH Agency	2,260	5,509	531	443	459
Submitted OpenBeds Referral	497	1,096	140	95	74
Recommended Wraparound Program	22	94	7	8	21
Recommended Family Peer Support	26	68	6	8	4
Suggested NMConnect Self-Help App*	873	2,002	185	218	N/A
Suggested NM 5-Actions Program	244	577	67	52	51
Offered Warmline Program	427	1,010	110	107	93
Already in Services	1,780	4,920	412	409	441
Referral Declined	2,392	5,304	744	663	471
Situation Ineligible for Referral	2,450	5,534	705	654	236

*Option added in January 2023

^Multiple options can be selected, resulting in a data collection in more than one field within this table

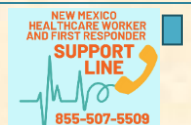


Disposition at the end of the call -All Crisis Line Clinical Calls	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Caller stabilized by counselor, and referred to community resources if appropriate	91.7%	91.4%	92.2%	92.7%	91.2%
Counselor made an abuse report	0.9%	0.9%	1.0%	0.6%	0.7%
Caller will take person of concern to hospital	0.4%	0.4%	0.3%	0.3%	0.3%
Caller agreed to go to the hospital	0.7%	0.7%	0.6%	0.8%	1.1%
Caller agreed to call 911 regarding immediate danger	0.2%	0.2%	0.3%	0.0%	0.3%
Caller conferenced to 911 due to immediate danger	2.9%	2.9%	2.6%	2.5%	2.7%
Counselor contacted police with caller's consent	1.4%	1.4%	1.1%	1.0%	1.6%
Counselor contacted police without caller's consent	1.8%	2.0%	1.9%	2.1%	2.2%

Calls Involving Thoughts of Suicide

While suicide is not always the presenting issue during the support center engagement, concerns related to suicide were reported on 36.6% of the engagements on the crisis lines during the month of October 2023 (37.8% YTD). The person reporting concerns regarding suicide on the crisis line, either for themselves or for another person of concern, was supported in the least restrictive manner possible, and when appropriate had a safety plan created. There are times when the New Mexico support center staff request assistance from hospitals, mobile crisis teams (where available), and when necessary, emergency services. These higher levels of care are only implemented when there is not a less intrusive way to keep the person of concern safe.

Disposition at the end of the call -Crisis Line Clinical Calls Involving Suicide	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Caller stabilized by counselor, and referred to community resources if appropriate	82.3%	82.0%	83.6%	82.9%	81.1%
Caller will take person of concern to hospital	0.9%	0.8%	0.7%	0.9%	0.6%
Caller agreed to go to the hospital	1.7%	1.5%	1.3%	2.1%	2.2%
Caller agreed to call 911 regarding immediate danger	0.3%	0.4%	0.6%	0.1%	0.4%
Caller conferenced to 911 due to immediate danger	6.3%	6.2%	5.6%	5.8%	6.0%
Counselor contacted police with caller's consent	3.6%	3.6%	3.1%	2.5%	4.0%
Counselor contacted police without caller's consent	4.8%	5.4%	5.0%	5.6%	5.7%



Integrated Programs

NMCAL is proud to manage an integrated program where people have a choice to talk to a mental health professional on one of our crisis lines, or to a certified mental health peer support specialist on the Warmline. Because our staff works in collaboration, we can connect people to either program during an engagement.

Calls Transferred Within Program	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
from NMCAL to Warmline	56	161	14	9	6
from Warmline to NMCAL	32	50	9	12	1

Calls Involving Substance Use

NMCAL and the Warmline are here to support people that experience substance use concerns. In October 2023, engagements on the crisis lines reflected that 34.2% of the encounters were related to the impact drugs and/or alcohol have in their lives. Another 7.1% reported a history of substance use.

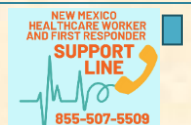
In October 2023, people identified Opioids as component of the primary reason for interacting with us on 4.8% of crisis line engagements, and on 0.0% of the Peer-to-Peer Warmline engagements.

Calls Related to Opioid Use	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
NMCAL calls related to Opioid Use	492	1,171	145	101	89
Warmline calls related to Opioid Use	21	79	1	8	5

Calls from Veterans and Active Service Military

While there is a 988 Veterans Crisis Line available for veterans, active service military, and their families, some people prefer to engage with the local programs for support.

Caller Identified as Veteran or Active Service Military	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
NMCAL and 988 Suicide & Crisis Lifeline	699	1,900	173	174	137
Warmline	649	1,270	230	165	102



WARMLINE UTILIZATION DATA

Peer to Peer Warmline

The Peer-to-Peer Warmline is answered by certified peer support specialists in recovery from their own mental health diagnosis, family / parent peer support specialists who have raised a child with a mental health diagnosis and assisted the child in navigating access to support within the system of care, as well as resource foster parent peer supports who have cared for a youth participating in the resource foster system of care. Warmline professionals are available 7 days a week, 365 days a year via phone from 7:00 a.m. – 11:30 p.m. MT and through text between 6:00 p.m. – 11:00 p.m. MT.

Warmline Call Center Data	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Total Calls Handled*	16,590	38,612	4,960	3,815	3,298
Average Call Length^	9.9 min	13.0 min	9.9 min	14.3 min	Not Available

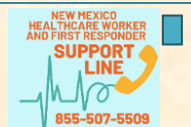
*Total calls handled does not include test calls, fax signals, etc...

^ **Note:** Due to a software platform upgrade on the Warmline, phone metric data was not available in SFY23.

Warmline Text Message Data	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Total Conversations	886	1,848	94	64	147

Outcome of Warmline Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Caller reports feeling supported by the call	90.7%	91.6%	92.2%	92.0%	94.0%
Caller received referrals	2.4%	2.1%	1.7%	2.1%	1.5%
Caller was transferred to an NMCAL counselor	0.3%	0.2%	0.4%	0.5%	0.0%
Emergency call to Public Safety was made	0.0%	0.0%	0.0%	0.0%	0.0%
Other/None of the Above	6.5%	6.1%	5.7%	5.4%	4.4%

Parent/Family Peer Support Calls	SFY24 (7/1– 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Parent	15	42	0	5	3
Legal Guardian <i>(Stepparent, Grandparent, Family Member)</i>	0	4	0	0	0
Resource/Foster Parent	0	1	0	0	0
Other Caregiver	3	8	0	0	0
Support Provided to Parent/Family Members	18	55	0	5	3



Primary Presenting Concern in Warmline Calls	SFY24 (7/1-6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Anxiety / Situational Stress	39.8%	36.0%	45.1%	41.9%	31.1%
Isolation / Loneliness	15.6%	18.9%	15.2%	14.1%	27.3%
Interpersonal Relationships	8.4%	7.4%	8.7%	8.6%	5.5%
Grief / Loss	2.5%	1.9%	4.2%	2.8%	2.2%
Depression	3.6%	3.3%	3.1%	3.3%	6.6%
Anger Management	1.6%	1.5%	1.7%	1.6%	2.3%
Spirituality	1.3%	1.2%	1.1%	0.1%	0.1%
Healthcare	1.1%	1.2%	0.9%	1.1%	1.2%
Cognitive Concerns / Psychosis	0.4%	0.3%	0.8%	0.4%	0.1%
Employment and Education	0.5%	0.5%	0.4%	0.6%	0.5%
Abuse/Neglect	0.3%	0.2%	0.3%	0.2%	0.2%
Sexual Assault	0.2%	0.2%	0.2%	0.1%	0.1%
Housing	0.5%	0.6%	0.2%	0.3%	0.7%
Resources / Community Referrals	0.4%	0.3%	0.2%	0.3%	0.6%
Substance Use	0.2%	0.1%	0.1%	0.7%	1.2%
Thoughts of Suicide	0.1%	0.2%	0.1%	0.1%	0.4%
Self-Injury	0.1%	0.1%	0.1%	0.0%	0.3%
Medication / Wellness Check In	0.2%	0.2%	0.0%	0.1%	0.2%
Administrative Call	0.0%	0.0%	0.0%	0.0%	0.1%
Other Mental Health Concern	1.9%	0.2%	1.1%	0.8%	2.7%
Other	21.3%	23.7%	16.4%	22.8%	16.6%

Warmline Referrals^ - to community resources	SFY24 (7/1-6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Referred to Community BH Agency	129	716	5	4	1
Submitted OpenBeds Referral	0	0	0	0	0
Referred to Community Support Services	104	143	16	8	52
Recommended Support Meeting	28	43	7	6	10
Recommended Wraparound Program	0	0	0	0	0
Recommended Family Peer Support	3	4	1	1	0
Suggested NMConnect Self-Help App*	165	265	65	32	N/A
Suggested NM 5-Actions Program	48	114	19	9	6
Already in Services	222	1,171	39	22	193
Referral Declined	153	229	66	40	15
Situation Ineligible for Referral	8,091	21,318	2,098	2,037	1,949
Abuse/Neglect Report Made	2	5	1	0	4

*Option added January 2023

^Multiple options can be selected, resulting in a data collection in more than one field within this table



People engaging with the Warmline are asked for their county of residence as a way to find and offer services and additional resources beyond the support center encounter. It is important to note that demographic information is not gathered on all engagements, as people may (1) decline providing information, (2) the person may not know how to answer, or (3) the support center staff may not ask the question due to the nature of the engagement.

County of Residence -Warmline Calls	SFY24 (7/1- 6/30)	YTD 2023 (1/1-12/31)	Oct 2023	Sep 2023	Oct 2022
Bernalillo	3,599	8,663	1,003	986	488
Catron	0	3	0	0	0
Chaves	76	98	35	23	0
Cibola	53	163	14	16	5
Colfax	11	21	7	1	0
Curry	6	12	2	1	0
De Baca	0	0	0	0	0
Dona Ana	632	1,278	181	112	103
Eddy	4	17	1	0	1
Grant	361	1,275	83	86	34
Guadalupe	14	15	0	6	0
Harding	0	13	0	0	0
Hidalgo	9	24	0	0	0
Lea	9	22	0	0	0
Lincoln	55	152	16	21	0
Los Alamos	4	12	1	2	0
Luna	19	39	3	1	3
McKinley	98	152	52	20	3
Mora	0	3	0	0	0
Otero	325	619	110	104	8
Quay	1	3	0	0	0
Rio Arriba	196	322	93	47	7
Roosevelt	3	4	0	0	0
San Juan	165	385	52	24	42
San Miguel	145	296	40	27	30
Sandoval	452	1,180	116	110	70
Santa Fe	714	2,010	147	160	19
Sierra	398	1,548	75	56	249
Socorro	77	176	16	31	0
Taos	428	1,213	117	68	96
Torrance	47	99	13	20	0
Union	0	0	0	0	0
Valencia	469	1,546	133	164	2
Outside NM	85	142	30	28	0



The New Mexico Crisis and Access Line offers a variety of services to assist people, and to ensure that there is a continuum of care. Services are appropriate for people experiencing non-crisis, pre-crisis, crisis, and post-crisis experiences with mental health, behavioral health, suicide, and substance use concerns. When you, or someone you know, is ready to talk to a mental health professional, support is available.

“Here to Hear You”

Call the **New Mexico Crisis & Access Line** at **1-855-NMCRISIS (1-855-662-7474)**
Call or Text the **New Mexico 988 Suicide and Crisis Lifeline** by dialing **988**
Chat with the **New Mexico 988 Suicide and Crisis Lifeline** at <https://988lifeline.org/chat/>
Call or Text the **Peer-to-Peer Warmline** at **1-855-466-7100**

Speech and hearing-impaired callers can access support through Relay NM services.
Language interpretation service provider available to Non-English speaking callers.

People experiencing substance use and behavioral addictions can utilize the self-guided online **NM 5-Actions Program™** at <https://nm5actions.com/>

Information on all available programs located online at www.nmcrisisline.com



Easily access any of our programs or resources through the **NMConnect** Smartphone app



NMCAL is proud to be the resource of choice that New Mexicans reach out to in the moment mental and behavioral health assistance is needed. We offer free and immediate professional mental health support to anyone that may want it. We understand that every experience is different, and proudly provide invaluable care in the moment a person needs it. We connect people to local services when appropriate.

At NMCAL we know that being here to hear people and offer a space where they can talk about the distress they are experiencing, can help a person feel less alone, feel supported, discuss a way to keep going, and begin to feel like there is a pathway to wellness.

NMCAL offers an array of services to ensure there is no wrong door to accessing support:

- Supporting people who call, text, or chat the New Mexico 988 Suicide & Crisis Lifeline,
- Supporting people who call the New Mexico Crisis and Access Line
- Supporting people who call or text the New Mexico Peer-to-Peer Warmline
- Supporting people reaching out from the Taos Rio Grande Gorge Bridge intercoms,
- Providing after hours support for clients of community mental health agencies (CSA),
- Providing an online self-guided digital 5-Actions Program™ for people experiencing addiction,
- Delivering Path to Wellness public awareness messages of hope,
- Posting information on a dedicated mental health resource website,
- Facilitating community prevention and intervention trainings,
- Advocating for mental health wellness, and
- Delivering easy access to our services through our NMConnect Smartphone app.

